



## **HUMAN RESOURCES OFFICE U.S. EMBASSY DHAKA**

### **VACANCY ANNOUNCEMENT**

**ANNOUNCEMENT NUMBER – 14 - 030**

**OPEN TO:** All Interested Candidates/All Sources

**POSITION:** Dispatcher, FSN-5; FP-9  
(Salary approx. Tk. 37,000 per month)

**OPENING DATE:** May 27, 2014

**CLOSING DATE:** June 9, 2014 (before 4:30 p.m.)

**WORK HOURS:** Full-time; 48 Hours/6 days per week

**NOTE: ALL ORDINARILY RESIDENT (OR) APPLICANTS MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.**

The U.S. Embassy in Bangladesh is seeking applications for the position of **Dispatcher** in Motor Pool Unit, General Services Office (GSO).

**BASIC FUNCTION:** This is one of the five dispatcher positions assigned to the GSO Motor Pool under the supervision of the Motor Pool Supervisor. Dispatcher assigns vehicles to meet transportation needs of the U.S. Embassy and other agencies in Bangladesh. S/he also drives vehicles in case of emergency. S/he rotates shifts to provide 24 hours service per day, 7 days per week “night shift” coverage. After hours from 10:00 PM to 6:00 AM the incumbent operates the



Embassy switchboard operations, transferring incoming calls to the appropriate recipients.

## **MAJOR DUTIES AND RESPONSIBILITIES:**

✚ Dispatches over 129 vehicles and 53 drivers as requested to transport U.S. Government personnel, official visitors or equipment. Prioritizes schedules based on the importance of transportation requests to obtain maximum usage within resource constraints. Maintains constant vigilance on armored vehicle conditions due to high usage during VIP visits and field trips. Advises drivers which routes to take to avoid delays caused by traffic congestion or civil disturbances. Works in rotation and shifts. Must be flexible in the event of an emergency recall back to work. S/he responds to numerous requests from customers asking for vehicle information, route information, and the locations of specific addresses anywhere in the country. Coordinates vehicle assignments and requirements during VIP visits and conferences. Ensures flawless transportation of VIP visitors and smooth dispatching of VIP Motorcades. Coordinates for Motor Pool airport expeditors' duties with travel office and passengers to provide efficient expeditor service at airport to all mission customers. Coordinates with the contracted expeditor (commercial Expeditor) for smooth expediting of Mission officials and visitors. Coordinates with various hotels in picking up and drop off of TDY passengers at the airport.

✚ Responsible for entering data of vehicle trip tickets into the ILM/FMIS (software) application. Ensures that vehicle trip ticket data entry into ILM/FMIS is accurate for the generation of the monthly vehicle billings for Other Authorized Use charges. Assists supervisor and the Financial Management Center to determine the appropriate allotment to charge for official trips. Maintains a spreadsheet for tracking other authorized motor pool uses.

✚ After hours from 10:00 PM to 6:00 AM the incumbent also operates the Chancery switchboard containing City trunks, Cellular, VOIP, IVG channels and 700 extensions. Transferring incoming calls to the appropriate recipients, able to answer basic questions about publicly disseminated embassy communication and procedures without compromising embassy security. S/he must be familiar with IVG/VOIP/DSN lines, their functional procedures, familiar to make conference calls for high officials or sections and must be prepared to transfer calls to the Government offices and to High officials of different locations, especially on weekends. S/he assists American Citizens by transferring calls to the duty officer after hours, weekends and/or holidays.

✚ Ensures that each driver is properly attired, groomed and equipped for his shift. Assigns each driver to a vehicle taking into consideration the driver's familiarity with the assigned vehicle type and assigned destination. Inspects vehicles daily to insure that they are clean and in good working condition. Safeguards all vehicle keys to prevent unauthorized use. Responsible for



safeguarding GSO main door key for after-hours access and the keys to the GSO fuel pumps. Supervises emergency after-hours fuel issue, as required. Assists drivers in preparing accident reports.

✚ Compiles information on drivers' performances throughout the rating period for the Motor Pool supervisor who uses that information in the preparation of employee evaluations. Assists supervisor in maintaining First Aid kits for all U.S. Government vehicles; requests Medical Unit for support. Assists supervisor with maintaining current insurance documents in all vehicles; requests GSO Shipping insurance renewal. Works with IRM to maintain positive radio communications with all deployed vehicles; submits radio repair requests as required. Prepares home-office shuttle schedule and distributes schedules to users via email.

✚ Represents GSO and Facilities Maintenance during after hour emergencies. Attends and responds to all after hours emergencies. Coordinates response with appropriate Embassy personnel and Motor Pool Supervisor. Provides appropriate support to resolve the emergencies. Contacts RSO and local police stations during after-hours emergencies, such as a motor vehicle accident or witnessing a civil disturbance which impacts Mission operations. Must be able to drive a USG vehicle in the event of emergency.

### **QUALIFICATIONS REQUIRED:**

- 1. Education:** Minimum completion of Higher Secondary School Certificate (H.S.C) education is required. *(You must attach a copy of your H.S.C. certificate along with your application form.)*
- 2. Language Proficiency:** Level III (Good working knowledge) English & Bangla speaking/reading is required. English language proficiency will be tested.
- 3. Prior Work Experience:** Minimum three years experience as Motor Vehicle Dispatcher, or five years as Customer Service Representative and Receptionist, or five years chauffeur experience with a diplomatic mission is required.
- 4. Knowledge:** Knowledge of vehicle operations, transportation requirements, policies and procedures is required. Local traffic laws and familiarity with traffic patterns required to direct vehicles with minimum delay. Must have intermediate knowledge of computer and software.
- 5. Skills and Abilities:** Ability to monitor chauffeurs, understand priorities and knowledge of maintenance requirements. Must have skill and ability to operate switchboard.



## **SELECTION PROCESS:**

It is essential that the candidates address the required qualifications above in the application. **Applicants who do not provide evidence that they meet the above qualification requirements may not be considered.** When equally qualified, US Citizen Eligible Family Members (AEFMs) and U.S. Veterans will be given preference.

## **ADDITIONAL SELECTION CRITERIA**

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current employees serving a probationary period are not eligible to apply.
3. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
4. Currently employed US Citizen EFM's who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
5. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
6. The candidate must be able to obtain and hold a security clearance.

## **TO APPLY:**

Interested candidates for this position must submit the following for consideration of the application:

1. Form DS-174, "Universal Application for Employment as a Locally Employed Staff or Family Member" (UAE). **This form must be completed in English.** You may fill in the answers on a computer and print it, or print a blank copy and fill it out by hand.

[Application Form](#)



2. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

3. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**All Bangladeshi applicants must complete the application form & must attach the following documents; if you do not attach the below mentioned documents, your application will not be considered complete, therefore, will not be processed further:**

- I) A passport size photograph (taken within six months),**
- II) A copy of Passport or Voter ID or Driver's License, and**
- III) A copy of educational or trade school certificate as required.**

**Inaccuracies, omissions or false statements may be cause for disqualification or termination of employment. Information given on the application may be verified at any time.**

**SUBMIT APPLICATION TO:**

Human Resources Office  
Attention: HRO  
Address: Embassy of the United States of America  
Madani Avenue, Baridhara  
Dhaka – 1212

**All candidates** must submit the Universal **Application for Employment form** DS-174 either by regular mail (postal service) **or**, deliver by Hand to the South barrier of the U.S. Embassy. **Please do not send applications via fax.**

Blank application forms are also available at the South barrier of the U.S. Embassy (near the Nepal & Vatican Embassy) and at our internet website at <http://dhaka.usembassy.gov/>

**POINT OF CONTACT:**

Human Resources Assistant  
Telephone # 885-5500 (between 10am to 11am Sunday thru Thursday)



## **DEFINITIONS:**

1. **Eligible Family Member (EFM):** An individual related to a US Government employee in one of the following ways:
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610);
  - Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;
  - Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at least 51 percent dependent on the employee for support;
  - Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.
2. **US Citizen Eligible Family Member (USEFM):** For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:
  - US Citizen; and,
  - EFM (see above) at least 18 years old; and,
  - Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:
    1. Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or
    2. Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.
3. **Appointment Eligible Family Member (AEFM):** EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:
  - Is a U.S. citizen; and
  - Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and



- Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and
- Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.
- Does not receive a Foreign Service or Civil Service annuity.

4. **Member of Household (MOH):** An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

- Not an EFM; and,
- Not on the travel orders of the sponsoring employee; and,
- Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

5. **Not Ordinarily Resident (NOR)** – An individual who:

- Is not a citizen of the host country; and,
- Does not ordinarily reside (*OR*, see below) in the host country; and,
- Is not subject to host country employment and tax laws; and,
- Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

6. **Ordinarily Resident (OR)** – A Foreign National or US citizen who:

- Is locally resident; and,
- Has legal, permanent resident status within the host country; and,
- Is subject to host country employment and tax laws.



EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

**CLOSING DATE FOR THIS POSITION: June 9, 2014**

**NOTE:** *“Members of the same family (father, mother, spouse, child, brother, sister, uncle, aunt, first cousin, niece, nephew, grandparent or grandchild, in-laws or step-relatives) will not be employed at the same time in the same agency unless it is in the best interests of the Mission and approved by the Director of the agency involved. In no case will family members be employed in the same working unit of an agency.”*

***The US Mission in Dhaka provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color, religion, sex, national origin, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.***

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Cleared by:

HRO: x

GSO: x

FMO: x